

Ministry of
Social Development
and Social Innovation

2015/16
Annual Service Plan Report



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Minister's Message and Accountability Statement



I am pleased to present The Ministry of Social Development and Social Innovation Annual Service Plan Report which provides a summary of our performance and highlights of our achievements.

Over the last year, the ministry has moved forward on significant policy reforms that support our mandate to help people find a path towards greater social and economic independence.

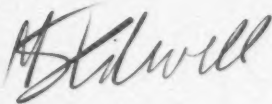
We have increased asset limits for people on disability assistance, made changes to the disability assistance application process, announced an increase to disability assistance rates and launched the Single Parent Employment Initiative, a program that helps single parents on income or disability assistance secure employment opportunities. As of March 31,

2016, more than 2,400 single parents have accessed the program and we look forward to seeing those numbers grow.

In total, we have invested \$2.6 billion last year on a system of integrated programs and services that range from financial assistance and supports for those who are unemployed or unable to work to services that help people achieve their employment goals.

All British Columbians should have the opportunity to participate in their communities, find employment, and build a meaningful life. I am proud to lead a ministry dedicated to achieving that vision.

The Ministry of Social Development and Social Innovation Annual Service Plan Report compares the ministry's actual results to the expected results identified in the *2015/16 – 2017/18 Service Plan* in accordance with the Budget Transparency and Accountability Act. I am accountable for those results as reported.

A handwritten signature in dark ink, appearing to read 'M. Stilwell'.

Honourable Michelle Stilwell
Minister of Social Development and Social Innovation
June 17, 2016

Table of Contents

Minister's Message and Accountability Statement.....	3
Purpose of the Ministry.....	5
Strategic Direction and Context.....	5
Strategic Direction	5
Strategic Context.....	5
Report on Performance	6
Goals, Objectives, Strategies and Performance Results	6
Discussion	11
Financial Report.....	13
Discussion of Results.....	13
Appendix A: Contact Information and Hyperlinks.....	15
Contact Information	15
Appendix B: List of Crowns, Agencies, Boards and Commissions	16
Appendix C – Minister's Mandate and Actions Summary	17

Purpose of the Ministry

The Ministry of Social Development and Social Innovation focuses on providing British Columbians in need with a system of supports to help them achieve their social and economic potential. The key responsibilities of the ministry include providing income assistance for those in need, delivering employment programs and services to unemployed or underemployed individuals, funding and overseeing services delivered by Community Living BC that help adults with developmental disabilities and their families develop connections and inclusion with their community, and supporting B.C.'s social innovation sector. In addition, the ministry is responsible for leading the implementation of Accessibility 2024, Government's 10-year action plan to make B.C. the most progressive province in Canada for people with disabilities. Further details about ministry services and programs can be found on the Ministry's [website](#).

Strategic Direction and Context

Strategic Direction

Strategic direction is derived from the ministry's legislative framework and Government's corporate plans and priorities. The ministry is guided by three key pieces of legislation: the *Employment and Assistance Act*, the *Employment and Assistance for Persons with Disabilities Act*, and the *Community Living Authority Act*. Government's priorities for the ministry are outlined in the Minister's Mandate Letter and emphasize job creation, ensuring a secure tomorrow and finding better ways to improve the lives of British Columbians living with a disability.

Strategic Context

Clients and their families as well as advocates and service providers are critical stakeholders in determining the direction of the ministry; consultations over the past year with these groups have led to improvements in both service quality and policies.

Changes to the ministries service delivery function to provide a standardized provincial model enhance client access to ministry services through integrated contact centres with new technology and enables more self-service delivery functionality.

The ministry has also initiated policy changes, including income tax exemptions and improvements to help single parents and families with children find employment and achieve financial independence.

The ministry's activities are influenced by the external environment; this includes changing demographics, new technologies and the economy. British Columbia's real GDP increased by 3.0 per cent in 2015 (according to preliminary GDP by industry data from Statistics Canada), following growth of 2.9 per cent in 2014. Employment in BC grew by 1.2 per cent in 2015, an improvement from the 0.6 per cent growth rate observed the year before. Solid retail sales growth was supported by steady employment growth, increased tourism and a relatively high level of interprovincial migration to the province. Employment and population gains also benefitted BC's housing market. Meanwhile, unbalanced global demand and declining commodity prices took a toll on BC exports and manufacturing shipments in 2015. Going forward, downside risks to British Columbia's economy include the potential for a slowdown in North American activity, ongoing fragility in Europe, and

slower than anticipated Asian demand, particularly from China. Additional risks include uncertainty in the outlook for the Canadian dollar and weak inflation.

Report on Performance

The ministry operates in accordance with *Budget Transparency and Accountability Act* and the *Taxpayer Accountability Principles*, ensuring continuous support of a balanced provincial budget, prudent and accountable fiscal practices, transparency and providing quality services for clients.

The ministry made significant progress on delivering the priorities identified in the Minister's Mandate Letter, demonstrating fiscal accountability while providing increasingly effective and accessible services to our clients and improved services for Persons with Disabilities. Highlights include:

- Improving supports for families on income assistance by exempting Family Maintenance child support payments
- Assisting single parents on income and disability assistance gain independence through employment by launching the Single Parent Employment Initiative
- Improving supports for British Columbians receiving disability assistance by increasing asset limits and passing legislation to streamline the application process for some new applicants
- Providing \$3 million annually over the next three years to deliver the new Technology@Work program to support people with disabilities who need assistive technology for employment
- Completing five new service integrations with Service BC and opening the first urban office with Service BC in Victoria
- Launching the 'How to Start and Manage a Registered Disability Savings Plan in B.C.' guide for people with disabilities
- Launching Social Impact Purchasing guidelines to help ensure that the ministry's purchasing and procurement activities consider the social and environmental impacts of the dollars we spend along with value for money

The Ministry and Community Living British Columbia (CLBC) have developed an accountability framework supported by a performance framework and engagement strategy, incorporating the Taxpayer Accountability Principles to ensure that budget targets are met and that funds are being directed to meet client needs in the most effective way.

Goals, Objectives, Strategies and Performance Results

The ministry is continuously looking at new and innovative ways to enhance services and programs for clients. While this year has included several achievements, the ministry remains committed to continuous improvement through the use of Lean and through consultation with clients, stakeholders and the broader community. In addition, the ministry continues to strengthen its performance measurement framework. This work includes the development of new performance measures for Goal 1 and the revision of a performance measure for Goal 3 that have been captured in the Ministry 2016/17 – 2018/19 Service Plan to effectively report on the ministry's alignment with government's strategic agenda and direction.

Goal 1: Eligible British Columbians in need have access to income assistance and supports in a timely manner.

This goal aligns with the provincial *Taxpayer Accountability Principles* of cost consciousness (efficiency), service, integrity and respect focussed on providing positive outcomes for the citizens of British Columbia which supports BC Strategic Plan's vision for a secure tomorrow.

Objective 1.1: Basic income assistance is available to British Columbians to assist with shelter and support costs.

Strategies

- Provide clients with supports for which they are eligible.
- Assist clients to access other potential income sources to improve their independence and self-reliance, including federal Employment Insurance benefits and Canada Pension Plan early retirement and disability benefits.
- Ensure administrative fairness through the provision of an effective and efficient reconsideration and appeal system.

Objective 1.2: Supplementary supports are available to assist the changing and individual needs of British Columbians.

Strategies

- Provide eligible clients with supplemental assistance such as subsidized bus passes, dental and optical assistance.
- Provide eligible low income seniors with the Senior's Supplement.
- Provide children from eligible low and moderate income families with dental and optical assistance through the Healthy Kids Program.

Goal 2: Eligible British Columbians in need have access to services that support increased independence and sustainable employment.

This goal aligns with the provincial *Taxpayer Accountability Principles* of cost consciousness (efficiency), service, integrity and respect focussed on providing positive outcomes for the citizens of British Columbia which supports BC Strategic Plan's vision for a secure tomorrow.

Objective 2.1: The resilience of families in B.C. is enhanced so they can achieve increasingly positive economic outcomes and greater well-being.

Strategies

- Support people to work by ensuring ministry programs and initiatives reduce unnecessary dependency on income assistance.

- Work with the Ministry of Children and Family Development to identify opportunities that will provide single parents with enhanced services and supports that secure employment and independence.
- Consider individual client needs in delivering employment programs and services.

Performance Measure 1: Expected to Work caseload as a percentage of the population aged 19-64.

Performance Measure	2013/2014 Actual	2014/15 Actual	2015/16 Target	2015/16 Actual	2016/17 Target	2017/18 Target
Expected to Work caseload as a percentage of the population aged 19-64	1.1%	1.0%	1.0%	1.1%	1.0%	1.0%

Data Source: Research Branch, Ministry of Social Development and Social Innovation.

Discussion

Clients who are considered employable and are deemed “expected to work” must participate in employment-related activities to achieve financial independence. This measure tracks the percent of British Columbia’s working-age population receiving temporary assistance with employment-related obligations.

When the Alberta economy was booming, there was an increase in workers leaving BC for Alberta. With the deterioration of the Alberta economy, net migration from Alberta has been on the rise as unemployed workers return to BC. The ministry has begun to see this in the caseload with increases in out-of-province cases starting assistance. As a result, the employable caseload grew in 2015/16 resulting in an increase in the percent of the population on the expected to work caseload.

The baseline for this performance measure has shifted since the release of the 2014/15 to 2016/17 Service Plan due to retroactive revisions to the population numbers from BC Stats. As a result, the base population used in the calculation for the performance measure changes each year which can result in a change in the measure. To allow for comparability over time the ministry revises the measure for all years.

Performance Measure 2: Median length of time clients who have employment obligations receive Income Assistance.

Performance Measure	2013/14 Actual	2014/15 Actual	2015/16 Target	2015/16 Estimate	2016/17 Target	2017/18 Target
Median length of time clients with employment obligations receive assistance (months)	6.9	7.6	6.8	6.8	7.5	7.5

Data Source: Research Branch, Ministry of Social Development and Social Innovation

Discussion

Median durations measure the number of months it takes for half of new starting employment obligated cases¹ to stop receiving assistance. High durations signify new employment obligated cases are having more difficulty becoming independent and are at greater risk of becoming a long-term client. Durations on assistance can rise if economic opportunities are limited or because new clients have more barriers to employment.

Since median durations measure the number of months it takes for half of a cohort of new employment-obligated clients to stop receiving assistance, the measure looks forward. The reporting lag means the actual figure for 2015/16 is not available for the date of this report, therefore an estimate is provided.

Based on the estimate, the ministry expects to meet its target and will report actual results in next year's Annual Service Plan Report.

Objective 2.2: Ensure effectiveness of the Employment Program of BC.

Strategies

- Reduce barriers and provide employment service and supports to all clients including Persons with Disabilities, immigrants, Aboriginal people and other specialized populations, so they move towards independence and self-reliance.
- Work collaboratively with partner ministries through the Labour Market Priorities Board to ensure ministry employment programs and supports align with the priorities of the BC Jobs Plan and the Skill's for Jobs Blueprint.
- Create opportunities for partnerships and innovation at the community and employer level.

¹ A new starting employment obligated case is defined as a case with employment obligations (i.e., Expected-to-Work or Expected-to-Work Medical Condition) that begins receiving income assistance and has not been in receipt of assistance in the previous 12 months.

Performance Measure 3: Percent of Employment Program of BC clients obtaining employment.

Performance Measure	2013/2014 Actual	2014/15 Actual	2015/16 Target	2015/16 Actual	2016/17 Target	2017/18 Target
Percent of Employment Program of BC case-managed clients who achieve employment	34%	42%	41%	50%	51%	53%

Data Source: Employment and Labour Market Services Division, Ministry of Social Development and Social Innovation.

Discussion

This performance measure reflects the percentage of case-managed Employment Program of BC clients obtaining jobs. The 2015/16 outcome rate increased to 50%, surpassing the 41% target. This result reflects the ongoing efforts by the ministry and case managers to support clients to move to employment as well as the overall state of the British Columbia's labour market. Based on the existing trend, new targets have been set for future years in the Ministry 2016/17 Service Plan.

Goal 3: Support British Columbians in need who have disabilities by providing an effective system of support to gain and maintain meaningful independence and inclusion in their community.

This goal aligns with the provincial *Taxpayer Accountability Principles* of cost consciousness (efficiency), service, integrity and respect focussed on providing positive outcomes for the citizens of British Columbia which supports BC Strategic Plan's vision for a secure tomorrow.

Objective 3.1: Support a comprehensive and integrated system of supports and services for Persons with Disabilities.

Strategies

- Provide adults with disabilities access to responsive services to support them to participate as full citizens and have improved outcomes consistent with the goals outlined in Accessibility 2024.
- Work collaboratively with other ministries and local, regional and provincial partners to continue the integration and alignment of innovative and inclusive disability supports and services to improve outcomes for Persons with Disabilities and their families.
- Monitor and support the transition process for special needs youth who are entering adulthood to ensure they access the Ministry's disability assistance program as well as adult community living services offered through Community Living BC.

Objective 3.2: Engage British Columbians across sectors to enhance community inclusion for Persons with Disabilities.

Strategies

- Continue to work with business, community organizations, citizens with disabilities and their families to implement Accessibility 2024.
- Support the Minister's Council on Employment and Accessibility and the Presidents' Group to develop solutions and strategies that improve the lives of British Columbians with disabilities and their families.
- Engage stakeholders and the public to identify barriers and solutions to improving employment outcomes for Persons with Disabilities.

Performance Measure 4: Percent of Persons with Disabilities with declared earnings.

Performance Measure	2013/2014 Actual	2014/15 Actual	2015/16 Target	2015/16 Actual	2016/17 Target	2017/18 Target
Percent of Persons with Disabilities with declared earnings	15.6%	16.2%	16.3%	14.5%	N/A	N/A

Data Source: Research Branch, Ministry of Social Development and Social Innovation.

Discussion

The ministry provides incentives, supports, and programs to Persons with Disabilities to work, including earnings exemptions and employment programs, for them to increase their self-reliance, participate in their communities and build skills and experience that may lead to employment.

This measure was established to track the percentage of Persons with Disabilities with declared earnings. The ministry has replaced monthly earnings exemptions with the Annualized Earnings Exemption (AEE) for all ministry clients receiving assistance. The AEE provides greater flexibility in calculating earnings exemptions to help individuals receiving disability assistance who are able to work and take advantage of employment opportunities to keep more of their earnings.

The ministry has retired this performance measure and replaced it with a more informative measure in the 2016/17 Service Plan that reports on the total amount of exempted earnings received by Persons with Disability cases.

Goal 4: Promote a culture of social innovation in British Columbia.

This goal aligns with the provincial *Taxpayer Accountability Principles* of cost consciousness (efficiency), service, integrity and respect focussed on providing positive outcomes for the citizens of British Columbia which supports BC Strategic Plan's vision for a secure tomorrow.

Objective 4.1: Support British Columbia's capacity for social innovation.

Strategies

- Develop and maintain strong, productive and sustainable relationships with partners in the public, private and non-profit sectors (including the BC Partners for Social Impact) to support the growth and sustainability of British Columbia's social innovation and social enterprise sectors.
- Support British Columbian innovators and entrepreneurs in the identification, implementation and enhancing innovative, community-based solutions.
- Facilitate, develop and implement social finance tools to create new opportunities for innovation.

Performance Measures: Impact of Social Enterprise in British Columbia

Government involvement in the fast growing social innovation sector is relatively new. The ministry is supporting this growth through a series of initiatives and is developing complementary baseline measures to gauge and monitor success. This includes quantifying the number of social enterprises in British Columbia as well as developing metrics to calculate the impact of new finance tools such as contract policies. The ministry is also exploring options for evaluating public knowledge and support for social innovation and social enterprises.

Discussion

The ministry launched Social Impact Purchasing Guidelines in March 2015 as an initiative to support growth in the social innovation sector. These guidelines require ministry staff to consider social value, in addition to financial value, when procuring goods and services. In February 2016, the ministry conducted its first formal procurement process incorporating social impact criteria – an Invitation to Quote (ITQ) for security services for ministry offices on Vancouver Island, in the Interior and in Northern BC. Demonstrating social impact was a mandatory requirement of the ITQ, and the successful proponents identified a variety of impacts, including environmentally sustainable business practices and working with local agencies to hire people with barriers to employment.

The ministry also engaged in a number of activities to support the growth of the province's social enterprise sector. May 2015 was proclaimed the second annual Social Enterprise Month in British Columbia to celebrate B.C. social enterprises and the contributions they make to the strength and resilience of our communities. May 20, 2015 was also proclaimed Aboriginal Social Enterprise Day in recognition of the long history of social enterprise in Aboriginal communities and their contribution to improving socio-economic outcomes for Aboriginal People.

Financial Report

Discussion of Results

For 2015/16, the ministry met the financial targets set out by the Ministry of Finance. The majority of the ministry's budget supported Income Assistance which totalled \$1.77 billion in 2015/16, in the following four categories:

- \$346 million for Temporary Assistance;
- \$983 million for Disability Assistance;
- \$298 million for supplementary assistance which includes supplements for low income seniors, travel assistance and dental and optical care; and,
- \$138 million for program management.

Funding for employment programs is partially provided by the federal government through the Labour Market Development Agreement. Federal contributions in 2015/16 totaled \$300 million while the province allocated \$24 million for employment programs and services. Services to adults with developmental disabilities are provided by the ministry's service delivery crown agency, Community Living BC and the Ministry's 'Services to Adults with Developmental Disabilities Program', which was allocated close to \$837 million. In line with government's goal of prudent fiscal management, expenditures for executive and support services were limited to \$8.8 million.

Outlook for the Coming Year

Changes to the economic environment have an impact on ministry caseloads. Expected improvement to the economy and labour market conditions are offset by continued deterioration of the Alberta economy as unemployed workers return to BC. The result is a modest forecasted increase to the Temporary Assistance caseload. Growth in the Disability Assistance caseload will continue as the result of demographic shifts, in particular the aging of the province's population. Demand for services is also forecasted to grow for Community Living BC. As the primary funder, the ministry will be working closely with Community Living BC to ensure strategies are in place to manage these demands.

Financial Report Summary Table

	Estimated ¹	Other Authorizations	Total Estimated	Actual	Variance ²
Operating Expenses ('000)					
Income Assistance³	1,713,937	23,281	1,737,218	1,745,207	7,989
Employment⁴	30,000		30,000	23,970	-6,030
Community Living Services⁵	837,447		837,447	837,447	0
Employment and Assistance Appeal Tribunal	1,756		1,756	1,400	-356
Executive and Support Services	10,435		10,435	8,832	-1,603
Sub-Total	2,593,575	23,281	2,616,856	2,616,856	0
Adjustment of Prior Year Accrual				-119	-119
Total	2,593,575	23,281	2,616,856	2,616,737	-119
Ministry Capital Expenditures (Consolidated Revenue Fund) (\$000)					
Executive and Support Services	2,938		2,938	340	-2,598
Total	2,938	0	2,938	340	-2,598

1. Income Assistance and Executive Support Services are restated to reflect an internal transfer.
2. Variance represents "Actual" minus "Total Estimates". If "Actual" is greater than "Total Estimates" the variance will be positive.
3. Other Authorizations' refers to contingency access which was used to offset caseload pressures.
4. Reflects BC Employment Program costs, net of federal recoveries. Total spending was \$324 million, which included \$24 million provincial and \$300 million recovered federally.
5. Includes direct transfers to Community Living British Columbia (CLBC) and the Ministry's program 'Services to Adults with Developmental Disabilities' (\$3.1M).

Appendix A: Contact Information and Hyperlinks

Contact Information

Employment and Income Assistance

The ministry has 50 Employment and Income Assistance offices and 33 partnerships with Service BC locations throughout British Columbia. To find the office that provides services for a specific community, go to <http://www.eia.gov.bc.ca/contacts/offices.html>, or contact the ministry toll free by telephone from anywhere in the province at 1 866 866-0800.

Service BC refers members of the public to the appropriate ministry office and transfers calls and forwards e-mails free of charge. Hours of operation for Service BC are 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding statutory holidays.

- In Victoria, call: 250 387-6121
- In the Lower Mainland, call: 604 660-2421
- Elsewhere in British Columbia call: 1 800 663-7867
- Outside British Columbia call: 1 604 660-2421
- E-mail address: ServiceBC@gov.bc.ca
- Telephone device for the deaf and hearing impaired (TDD):
 - In the Lower Mainland, call: 604 775-0303
 - Elsewhere in British Columbia, call: 1 800 661-8773

Employment and Labour Market Services

The Employment Program of BC makes it easier for people to find work through a wide range of integrated employment services and supports. For more information on services and supports provided for a specific community, go to: [WorkBC Official Website - WorkBC Employment Services Centre](#)

Appendix B: List of Crowns, Agencies, Boards and Commissions

The ministry is responsible for Community Living BC, a provincial Crown agency that delivers supports and services to adults with developmental disabilities and their families in the province, providing oversight on the agencies operational and financial accountability frameworks. Information on CLBC programs and services can be found [here](#).

Appendix C – Minister’s Mandate and Actions Summary

In the Premier’s annual Mandate Letter to the Minister dated June 10, 2014, the Minister of Social Development and Social Innovation received direction on strategic priorities for the 2015/16 fiscal year. These priorities and the ministry’s resulting actions are summarized below:

Mandate Letter Direction	Ministry’s Action
1. Balance your ministerial budget in order to control spending and ensure an overall balanced budget for the province of British Columbia.	• Budget targets were met • Monthly budget forecasting, monitoring and reporting
2. Consider the findings of the disabilities public consultation process and make recommendations to Cabinet on ways to improve the lives of British Columbians living with a disability.	• Review and analysis of public consultation results • Released the Disability Consultation Report: Moving Together Toward an Accessible BC • *Released Accessibility 2024 – 10 Year Action Plan
3. Host a provincial summit on disabilities in June 2014.	• Summit held on June 16, in Vancouver with 300 representatives from the disability, government and business community
4. Ensure funding increases provided to CLBC in Balanced Budget 2014 are managed efficiently and report back to cabinet on how the resources were allocated.	• Developed and signed an Accountability Framework with CLBC that articulates roles, responsibilities and reporting requirements • Monthly meetings between SDSI and CLBC Executive to review reports and deliverables
5. Manage the budget of CLBC to ensure both fiscal discipline and maximum service delivery to individuals.	• CLBC issued Mandate Letter and Budget Letter • CLBC met budget target and ensured more than 93% of budget funding was for service delivery
6. Work with the Ministry of Technology, Innovation and Citizens’ Services and the Ministry of Children and Family Development to fully implement the new Integrated Case Management system by December 31, 2014.	• The Integrated Case Management system was completed in November 2014
7. Continue broad outreach in the business and not-for profit community to increase employment opportunities for unemployed British Columbians.	• Continue to leverage the Employment Program of BC to support unemployed individuals to move to employment and to address labour market gaps • Work in partnership with other agencies, such as Ministry of Jobs, to reach employers and community-serving organizations to increase the level of awareness about program

	services and funding (available through the Community and employer Partnership Fund)
8. Work with the BladeRunners program to ensure program participants are aware of and can participate in the LNG opportunity.	• WorkBC Employment Service Centres, a key employment resource in communities, works to identify and refer appropriate clients to the BladeRunners program as a mechanism to help clients achieve their employment goals
9. Continue to grow and support the Social Innovation sector in our province.	• Develop and implement a three-year Social Innovation Strategy for BC that includes the development of a social impact purchasing strategy and the launch of a BC online social innovation hub/community to showcase social innovation activity and connect stakeholders with resources and with each other
10. Report back to Cabinet on the impact of the Community Contribution Company this innovation is having in fostering new social enterprise in British Columbia.	• Development of a Cabinet Submission in partnership with the Ministry of Finance on Community Contribution Company's including any recommendations to enhance the development of this sector
11. Work with the Ministry of Children and Family Development to provide options to Cabinet that will ensure barriers are removed for single mothers looking to develop their skills to secure long-term employment.	• Implemented the Single Parent Employment Initiative which assists parents on income and disability assistance gain independence through employment

* Highlights to "Report on Performance", page 6.